



PERSONAL INFORMATION

D. O. B.
8th Feb 1984

Gender
Male

Nationality
Ukraine

Travel status
Single

LANGUAGES

✓ English

✓ Arabic

✓ Ukrainian

✓ Russian

SKILLS

Leadership

Communication

Flexibility

Teamwork

Financial

Integrity

Analytical

Detail oriented

Time

Management



CONTACTS

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MAHER HAKIM

PASSIONATE HOTELIER PROFILE

For the past 21 years, worked with Luxury International Hotels & Resorts, including "Starwood", "Frasers Hospitality", "Movenpick Hotels" & "LHW" in Europe, Asia and Middle East. My resume speaks to my history of decisive leadership as well as strong financial and operating results. Most notably, I have:

- *Turned unprofitable properties into consistently performing, multi-million-dollar organizations
- *Streamlined operations and eliminated duplicate functions to reduce costs and increase productivity and revenue
- *The value I bring to the hotels is broad experience spanning all core business functions with a primary focus on operations and finance. My success is directly attributable to my ability to unify organizations, initiate action, and deliver results.

EXPERIENCE

SIGNUM HOTELS & RESORTS

04.2021 - Present

Cluster Resort Manager, Serbia & BiH

Incharge of pre-opening in Balkans region

<https://signumhotels.com/>

6* ULTRA LUXURY RESORT "DK"

01.2018 - 03.2021

Owner Representative & GM, Ukraine & Belarus

Pre-opening of the Resort & General Management

- 4* luxury Resort & Spa – 130 Rooms
- 4* luxury Serviced Apartments – 44 suites
- 5* luxury Hotel and Spa – 52 Rooms

ACHIEVEMENTS:

- Entire reorganization of the hotel
- Increase in EBITDA by 23%
- Cost reduction by 24%
- Growth of income by 37%
- NPS from 40% to 72%

<https://derenivska-kupil.ua/en/>

REIKARTZ HOTEL GROUP – CONSULTING

11.2014 - 01.2018

Chief Development Officer, CIS & Europe

41 properties in 5 European Countries

ACHIEVEMENTS:

- Growing "the Pie" from 30 to 41 hotels
- Auditing of 100+ Hotels in 20 countries

<https://reikartz.com/en/>

5* BARTOLOMEO RESORT | 5* HOTEL & SPA COMPLEX TSUNAMI

09.2014 - 09.2016

Cluster Resort Manager, Ukraine

Managing operations of 2 Luxury 5* Resorts, 200 rooms, 8 F&B outlets, 2 Spa's

ACHIEVEMENTS:

- Cost reduce for 21% during 2 years
- Increase revenue for 48%
- Staff turnover reduced for 25%
- GSI raised from 7.1 to 9.3

<https://bartolomeo.com.ua/en>

<https://tsunami.com.ua/en/home>

“It is all about heads, beds, and guest satisfaction in the hospitality industry. It takes an innovative and tenacious manager to face successfully the tremendous challenges confronting today's leading hotels. I have made a career out of turning around faltering properties, raising service standards, increasing organizational efficiency, and significantly improving bottom-line profits.

**4* AL SAFA
ROYAL SUITES**
01.2013 - 09.2014

General Manager, Qatar

Managing (4+)* Business Hotel, 285 Rooms, with 2 F&B outlets and Spa.

ACHIEVEMENTS:

- Increase the occupancy from 15% to 75%
- FO upsells growth of 85%.
- Reservation upsellings grow of 45%
- GSI raised from 6.3 to 8.9
- Improved Rooms Division Departmental Profit from 35% to 72%
- Increasing the ARR by 20% without compromising occupancy
- Commercial spaces lease contract for 28,000,000 USD for 5 years

<https://www.alsafaroyalsuites.com/>

**5* LHW
"SUPERIOR
GOLF & SPA
RESORT"**
01.2012 - 01.2013

Director of Rooms & Acting GM, Ukraine

5* Golf Resort, 45 rooms & 4 Villas, 2 F&B outlets, Golf course & Spa

<https://www.superiorresort.com/en/>

**5* FRASER
SUITES (Pre-
opening)**
11.2010 - 12.2011

Director of Operations, Qatar

5* Hotel, 138 rooms, with 2 F&B outlets, Spa

<https://doha.frasershospitality.com/en>

**5* LE MERIDIEN
AL AQAH
BEACH RESORT**
03.2008 - 11.2010

Night Manager, UAE

5* Resort, 218 rooms, 5 F&B outlets & banquet facilities for 1000 guests

<https://www.marriott.com/hotels/travel/fjrmd-le-meridien-al-aqah-beach-resort/>

MEMBERSHIP

11.2014

NEW BRIDGE PARTNERS

International consulting company

Crisis Management and Rooms Division

<http://www.newbridgepartners.org/>

EDUCATION

2006 - 2007

POST-GRADUATE IN BA & ECONOMICS

International Slavonic University, Ukraine
The program is for 1 year, passed with HONORS and EXCELLENCE degree (Cum Laude), and a project

2002 - 2006

BACHELOR HOTEL MANAGEMENT

International Slavonic University, Ukraine